

# ToughTail™ Guidance Collar

User Manual



ToughTail™

# Table of Content

Introduction	3
Firmware and App Updates Disclaimer	3
Getting Started	4
Device Basics	5
What's Included	7
Technical Specifications	7
Attaching the Guidance Collar	8
Using Your Collar	10
App Setup	10
Health and Wellness Features	11
App Interface Overview	12
Proper Collar Fit and Care	13
How Automatic Fence Guidance Works	14
Customizing Your Pet's Guidance	15
RTK GNSS for Enhanced Accuracy	16
LED Pattern Reference	17
Smart Communication Switching	19
Over-the-Air Updates	19
Subscription Plans	20
Safety and Legal Information	21
Important Safety Information	23
Cleaning and Care Instructions	24
Troubleshooting	25
Factory Reset	25
Warranty Information	26

## Introduction

Welcome to the ToughTail Guidance Collar User Manual. This guide provides essential information on setting up, using, and maintaining your device. Whether you're new to the device or exploring advanced features, this manual will help you maximize its potential.

## Firmware and App Update Disclaimer

We are dedicated to enhancing our products with regular firmware and app updates, which may include new features, performance improvements, and security enhancements.

Please note:

- This manual may not always reflect the latest firmware or app versions due to frequent updates.
- We recommend keeping your device and app up to date for optimal performance and security.
- If you encounter discrepancies between this manual and your device, check for updates on our website or contact customer support.
- For the most current information and step-by-step guidance, consult the instructional videos on our website.

Visit [www.toughtail.com/manuals](http://www.toughtail.com/manuals) for the latest manual version, update instructions, and app download links.

By using any ToughTail device, you agree to the terms and conditions outlined here and on our website. Please read this manual carefully to ensure safe and effective use of your device.



## Getting Started

1

### Download the ToughTail App

Available on the App Store (iOS) or Google Play Store (Android).



Scan the QR code to download the latest ToughTail app from the Apple App Store or Google Play Store.



2

### Create an Account

After downloading the app create an account.

3

### Pet Profile Creation

- Open the **Pets** tab in the app
- Tap the “+” button.
- Select “Add Pet”
- Follow in-app instructions to complete the pet profile creation.

4

### Device Setup

1. **Power on the Collar:** Hold the power button down for 5 seconds.
2. **Connect Your Collar**
  - Open the Pets tab in the app
  - Tap the + button
  - Select “Add Collar”
  - Follow the in app instructions to complete the setup.



### Guidance Collar



#### Features Overview

1. Durable Outer Casing: Built to withstand harsh environments.
2. Rechargeable Battery: Provides long-lasting power.
3. Power Button: Simple operation of the device.
4. LED Indicator: Provides visual status updates.
5. Beeper: Helps locate your pet nearby.
6. Charging Port: Waterproof USB-C port; ensure there is no moisture when in use.
7. Vibration Motor: Provides gentle tactile feedback
8. Static: Customizable feedback designed for clear and humane training
9. Quad Band GPS: Most advanced and accurate GPS technology



## How It Works

1. Quad Band GPS Tracking: Offers rapid and accurate satellite tracking.
2. Cellular Connectivity: Ensures global coverage with automatic network switching.
3. Wi-Fi and Bluetooth: Provides close-range connectivity and optimizes battery life.
4. Over-the-Air Updates: Wireless firmware updates for the latest features.
5. Activity and Health Monitoring: Tracks your pet's activity and health metrics.
6. Geofencing: Set up virtual fences, safe zones, and restricted areas with instant alerts.
7. Manual Controls: LED, Beeper, Vibration, and Static.
8. Inter-device Communication: Integrates seamlessly with other ToughTail devices.
9. Data Sharing: Share location and activity data with others through the app.
10. RTK GPS: Allows centimeter level precision
11. ToughTail Guidance: Combines audio, vibration and static feedback to prevent a pet from leaving a boundary.

## Power and Charging

1. Turn On/Off: Press and hold the power button for 5 seconds.
2. Charging: Use the provided USB-C cable. Fully charge before first use.
3. Battery Life: 24 hours with constant streaming for the most accurate results



## What's Included

- USB-A to USB- C power cord x 1
- USB-A Power Block x1
- Instruction Manual x 1
- Guidance Collar x 1
- Shock Prong Set x 3 (different sizes)
- Shock Tester x 1

## Technical Specifications

Dimensions	7.5 × 1 × 1.5 in (190.5 × 25.4 × 38.1 mm)
Fits	Pets over 25 lbs (11.34 kg)
Weight	6.88 oz (196 grams)
Battery	Rechargeable Battery 2200 mAh
Connectivity	Cellular (2G, LTE-M, NB-IoT), Wi-Fi (2.4 GHz), Bluetooth 5.0, GPS. LoRa (with compatible ToughTail BaseStation)
Operating Temperature	-4°F to 140°F (-20°C to 60°C)

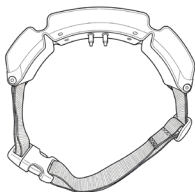


## Attaching the Guidance Collar

The ToughTail Guidance Collar features a specifically designed enclosure for secure and versatile attachment

### Contact Points

Have the collar fitted with the correct length static prongs



### Placement

Place the collar with the logo centered on the pets neck



### Fits

Make sure that two fingers can fit under the collar





## Collar Fit, Contact Points, and Safety

Properly fitting the collar and following key safety guidelines is essential for your dog's comfort and the effectiveness of the ToughTail system.

### Sizing and Fitting the Collar

- A correct fit ensures that the collar is both comfortable and reliable.
- Position the collar high on your dog's neck.
- Tighten the strap until it is snug, then fasten the buckle. You should be able to comfortably fit two fingers between the collar strap and your dog's neck.
- Gently wiggle the collar to allow the contact points to work through your dog's coat and make contact with the skin

### Selecting and Installing Contact Points

- To use Static, you must install the metal contact points. They are designed to deliver clear, reliable feedback when needed.
- Select the Correct Length: Use the shorter contact points for dogs with short coats and the longer contact points for dogs with thicker, longer coats.
- Installation: Twist the contact points into the collar by hand until they are snug. Do not use tools or overtighten them.



## Using Your Collar

The ToughTail Guidance Collar offers advanced geofencing capabilities, giving you control and awareness of your pet's location.

### ToughTail Zone Setup

#### 1. Virtual Fences

- Define a perimeter around your property or any area where your pet should remain. (e.g., campsite or farm)
- Receive instant alerts if your pet crosses the virtual fence. **Note:** *You can apply guidance to the virtual fences by using the beep, vibration, and static.*

#### 2. Restricted Zones

- Designate specific areas as off-limits for your pet (e.g., pools, gardens).
- Receive alerts when your pet enters or leaves a Restricted Zone.

#### 3. Safe Zones

- Power-saving areas typically set up around your home or frequent locations.
- Automatically switches the tracker to power-saving mode within the Safe Zone.

## App Setup

1. Go to the Zones Tab: In the app, tap “+” to create a new zone.
2. Choose the Zone Type: Select Virtual Fence, Safe Zone, or Restricted Zone.
3. Draw the Zone: Customize the zone on the map and set alert preferences.



## Health and Wellness Features

### Activity Monitoring and Goal Setting

- **Activity Tracking:** Monitors active minutes, steps, and estimated calorie expenditure.
- **Personalized Goals:** Set daily targets for activity and calorie burn, with notifications for goal achievements.
- **Calorie Tracking:** Helps maintain a healthy balance between activity and nutrition.

Consult your veterinarian when setting goals, especially for pets with health conditions.

### Sleep and Nap Tracking

- **Night-time Sleep:** Tracks sleep duration and quality.
- **Day-time Naps:** Monitors the frequency and duration of rest periods.

### Anomaly Detection

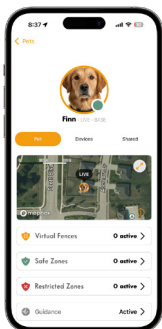
- **Health Alerts:** Detects sudden changes in activity, unusual sleep patterns, and unexpected behavior, alerting you to potential health issues.

### Safety Status

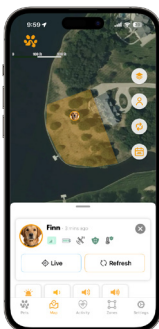
- **Ability to track and monitor how safe your pet has been throughout the day.**



## App Interface Overview



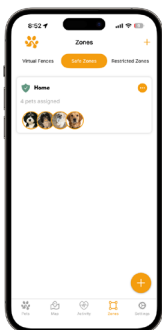
**Pets:** Overview of all your pets and their statuses.



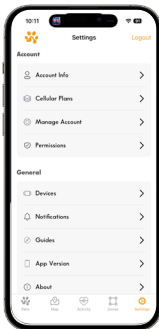
**Map:** Real-time location and historical data.



**Activity:** Fitness tracking and goal setting.



**Zones:** Geofence management.



**Settings:** Account, device, and notification settings.



The ToughTail Guidance Collar uses three distinct guidance methods to communicate with your dog. Each method can be assigned to different fence zones within the ToughTail app.

- **Audio Tone:** Activates a clear, audible beep from the collar. This is often used as an initial alert to your dog that they are approaching a boundary.
- **Vibration:** Applies a distinct tactile vibration. This can be used as a warning or a more firm correction, depending on your dog's sensitivity.
- **Static Correction:** Applies a safe, static stimulation. This guidance is not intended to be painful, but rather to create a surprising sensation that effectively gets your dog's attention, even when highly distracted. The ToughTail collar has 15 adjustable levels to suit your dog's specific needs.

## Proper Collar Fit and Care

For your dog's safety and the collar's effectiveness, proper fit is essential. The collar should be snug but not tight – you should be able to fit two fingers between the collar and your dog's neck. The contact points should make consistent contact with your dog's skin without causing pressure marks or irritation.

We recommend removing the collar nightly for charging and to give your pet a break from wearing the device. This daily removal also allows you to check for any signs of skin irritation and ensures your dog's comfort.

### Choosing the Correct Static Correction Level

To ensure your dog's safety and comfort, you must find the lowest effective static level for your dog.

1. Set the collar's Static Correction to the lowest level (Level 1) in the app.



2. Observe your dog for a mild, recognizable reaction when the guidance is applied, such as a head shake, twitch of the neck, or a simple change in expression.
3. If you see no reaction, slowly increase the level by one and test again until you observe a slight reaction.
4. If your dog vocalizes (yelps or cries out), the intensity level is too high and must be lowered immediately.
5. The first level that produces a mild but clear response is your dog's baseline level. As your dog's training progresses, you may need to adjust this level.

## How Automatic Fence Guidance Works

The ToughTail collar applies guidance in stages as your dog approaches a fence boundary. This process is fully customizable.

- **Warning Zone:** As your dog first approaches the fence boundary, the collar will issue the guidance you've assigned to the Warning Zone.
- **Boundary Zone:** If your dog continues further toward the boundary, the collar will apply the guidance you've assigned to the Boundary Zone.
- **Emergency Correction:** If your dog crosses the fence boundary, the collar will deliver the guidance you've assigned for Emergency Correction. Here is a common setup example:

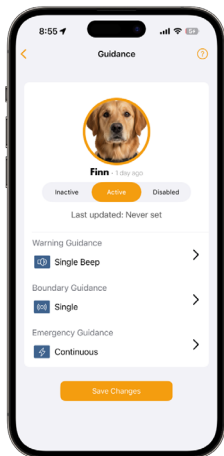


- 1 Your dog approaches the fence and enters the Warning Zone. The collar issues an Audio Tone.
- 2 Ignoring the tone, your dog continues and enters the Boundary Zone. The collar then applies a Vibration.
- 3 If your dog crosses the fence line, the collar delivers the Static Correction to guide them back to safety.



## Customizing Your Pet's Guidance

The ToughTail system offers complete flexibility, allowing you to tailor the guidance experience to your dog's specific needs and temperament. In the ToughTail app, you can assign any of the three guidance methods (Audio Tone, Vibration, or Static Correction) to any of the three fence zones. For example, a sensitive dog might only need an Audio Tone for the Warning zone and a Vibration for the Boundary and Emergency zones. For a more determined dog, you might configure a Vibration for the Warning zone and escalating levels of Static Correction for the Boundary and Emergency zones.



### Advanced Settings: Accuracy & Boundary Triggers

For users who require maximum precision, the app provides advanced controls over how and when boundaries are enforced.

- **Boundary Trigger Tolerance:** This setting allows you to adjust how far into a warning or boundary zone your dog must go before guidance is activated. This can be useful for creating a softer or harder boundary edge.
- **Accuracy Tolerance:** Leveraging the collar's quad-band GNSS and available RTK service, you can set the required location accuracy before a correction is issued. For critical guidance like Static Correction, you can require centimeter-level accuracy, ensuring that the correction is delivered with the highest possible precision every time.



## RTK GNSS for Enhanced Accuracy



- The ToughTail Collar utilizes quad-band GNSS technology for reliable positioning in nearly any environment. For users who demand maximum precision, our optional RTK Service Plan upgrades this system to deliver centimeter-level accuracy – precise enough to pinpoint your pet's location within the size of a tennis ball.
- With RTK service active, your collar achieves positioning accuracy within 2-5 centimeters instead of the standard meter range. This enhanced precision ensures boundary corrections are delivered exactly when and where intended, which is especially valuable for:
  - » Properties with tight spaces or complex boundary shapes
  - » Situations where precise boundary enforcement is critical for safety
  - » RTK service works best with a clear view of the sky and may have reduced effectiveness in heavily wooded areas or locations with tall buildings nearby. Note that RTK corrections require a cellular connection to function properly.





## LED Pattern Reference

This section outlines the behavior of the device's single RGB LED to visually communicate its current status. Patterns loop continuously unless otherwise specified. Certain device-level patterns override others (e.g. charging, provisioning). GPS states are shown only on user request (via a button press) and timeout after 10 seconds via the auto off feature.

### Default LED Patterns (Connection States)

These patterns reflect BLE, Wi-Fi, Cellular, and Local Radio connection statuses. Server status is layered using color transitions. GPS status is handled separately.

Type	State	Pattern (1s steps, looping)	Description
BLE	Searching	● ■ ● ■ ● ■ ● ■	Blinking blue — searching for BLE
BLE	Connected	● ● ● ● ● ● ● ●	Solid blue — BLE connected
Wi-Fi	Searching	● ■ ● ■ ● ■ ● ■	Blinking green — searching for Wi-Fi
Wi-Fi	Network Connected, Server Not Connected	● ■ ● ■ ● ■ ● ■	Green - yellow — Wi-Fi connected, waiting for Server
Wi-Fi	Network + Server Connected	● ● ● ● ● ● ● ●	Solid green — full Wi-Fi connectivity
Cellular	Searching	● ■ ● ■ ● ■ ● ■	Blinking purple — searching for cellular
Cellular	Network Connected, Server Not Connected	● ■ ● ■ ● ■ ● ■	Purple - yellow — Cellular connected, waiting for Server
Cellular	Network + Server Connected	● ● ● ● ● ● ● ●	Solid purple — full cellular connectivity
Local Radio	Searching	○ ■ ○ ■ ○ ■ ○ ■	Blinking white — searching for peers
Local Radio	Connected	○ ○ ○ ○ ○ ○ ○ ○	Solid white — connected



## GPS Feedback Patterns (After Button Press – 10s Timeout)

Shown only if cellular + Server are connected. These patterns override default patterns for 10 seconds after the user initiates a GPS status check.

State	Pattern (1s steps, looping)	Description
Searching	● ○ ● ○ ● ○ ● ○	Purple - White - searching for GPS
Locked	● ● ● ● ● ● ● ●	Purple - Green - GPS Connected
Failed	● ● ● ● ● ● ● ●	Purple - Red - GPS searching failed

After 10 seconds, the auto off will fire.

## Device-Level Override Patterns (Always Take Priority unless the state is a connecting state)

These indicate device-level system states such as provisioning, charging, and OTA updates. They temporarily override all other patterns.

State	Pattern (1s steps, looping)	Description
Not Provisioned	● ● ● ● ■ ■ ■ ■ ● ● ● ●	Orange breathing — device unprovisioned
Charging	● ● ● ● ■ ■ ■ ■ ● ● ● ●	Yellow breathing — charging in progress
Fully Charged	● ● ● ● ■ ■ ■ ■ ● ● ● ●	Green breathing — battery full
OTA In Progress	● ● ● ● ■ ■ ■ ■ ● ● ● ●	Orange blinking — OTA (firmware update) in progress
Guidance Active	● ■ ■ ■ ■ ■ ■ ■ (rapid blinking)	Red rapid blinking — guidance active (shock/audio/vibration)



## Smart Communication Switching

The collar intelligently switches between connection types to optimize performance and battery life:

1. Base Station or Bluetooth Mobile: Prioritized for accuracy and efficiency when in range.
2. Wi-Fi: Connects to known networks if Bluetooth is unavailable.
3. Cellular: Used as a fallback for remote tracking, consuming more power but ensuring connectivity.
4. Local Radio: Allows the device to connect to a ToughTail base station even when there is no internet.

## Over-the-Air Updates

The ToughTail Guidance Collar supports seamless, secure OTA updates through:

1. Bluetooth: Quick, local updates when connected to your smartphone.
2. Wi-Fi: Efficient, high-speed updates via known networks.
3. Cellular: Ensures access to critical updates anywhere, anytime.

This multi-channel OTA system ensures your tracker always has the latest features and security enhancements, with fail-safe mechanisms for uninterrupted operation.



## Subscription Plans

A subscription is required to use your ToughTail Guidance Collar. All plans include:

- Family Sharing features
- Live Tracking
- Multi-network switching
- Global coverage
- Activity and Sleep Monitoring
- Real-time notifications
- Location History
- Territory heatmaps

## Cellular Plans

Monthly  
**\$13.00**  
per month

1 Year  
**\$9.00**  
per month  
(billed annually)

2 Years  
**\$7.00**  
per month  
(billed every 2 years)

3 Years  
**\$6.00**  
per month  
(billed every 3 years)

## Add-ons

**\$3.00**  
per month/device

Enables 3-5 cm resolution GPS accuracy with real time corrections over the network.

## RTK Connections



## Toughtail Care

1 year

**\$2.00**

per month/device

Comprehensive  
device protection  
and support  
coverage

2 year

**\$1.50**

per month/device

Comprehensive  
device protection  
and support  
coverage

3 year

**\$1.25**

per month/device

Comprehensive  
device protection  
and support  
coverage

For the most up-to-date information, visit

**[www.toughtail.com/plans](http://www.toughtail.com/plans)**

To manage your subscription:

1. **Open the ToughTail App:** Go to Settings tab -> Cellular Plans.
2. **Choose or Change Your Plan:** Select the plan that best suits your needs.

## Safety and Legal Information

### Proper Use Disclaimer

The ToughTail Guidance Collar (“the Device”) is intended solely for tracking and monitoring domesticated animals, primarily dogs and cats. Any other use is prohibited and may void the warranty, harm the animal, and/or result in legal consequences. Users agree that:

- The Device is not a substitute for proper pet care or adherence to local laws.
- Tracking capabilities are subject to limitations like GPS signal, network coverage, and battery life.
- The Device should not replace reasonable care for your pet.
- The Device is not for human use.
- Proper attachment, charging, and maintenance are the user’s responsibility.



## Modification Warning

Unauthorized modification, tampering, or alteration of the Device, including its hardware, software, or firmware, is prohibited. Such actions may:

- Compromise functionality and safety.
- Void the warranty.
- Violate laws and regulations.
- Result in deactivation of the device by ToughTail LLC.

## Liability Statement

By using the Device, users acknowledge and agree that:

- ToughTail LLC is not liable for any damages arising from use or inability to use the Device.
- ToughTail LLC does not guarantee the accuracy or completeness of the data provided.
- Users assume all risks associated with the Device's use.
- ToughTail LLC liability is limited to the purchase price of the Device.
- Users must indemnify ToughTail LLC against any claims from misuse of the Device.

## Privacy and Data Protection

- The Device collects and transmits data necessary for its functioning.
- Data is used to provide, maintain, and improve services, and may be anonymized for analytics.
- ToughTail LLC does not sell personal data but may share it with third parties for service improvement or legal requirements.
- Users have rights to access, correct, or delete their data, subject to legal and service needs.

For details, refer to ToughTail LLC Privacy Policy at [www.toughtail.com/legal](http://www.toughtail.com/legal).



## Intellectual Property Rights

- All intellectual property related to the Device is owned by ToughTail LLC.
- Users have a limited license to use the Device and software for its intended purpose.
- No rights are granted to modify, distribute, or reverse engineer the Device or software.

## Compliance with Laws and Regulations

- Users are responsible for complying with all applicable laws regarding pet ownership, tracking, and data privacy.
- The Device may be subject to export control laws, and users agree to comply with all relevant regulations, including U.S. export controls.

## Important Safety Information

- **Preventing Skin Irritation:** To prevent irritation from the contact points, you must remove the collar for at least eight hours out of every 24-hour period.
- **Battery Safety:** To prevent the possibility of product damage or personal injury caused by battery exposure to extreme heat, always store the ToughTail collar out of direct sunlight.

## Water Resistance Information

The ToughTail Guidance Collar is designed to be water-resistant with an IP67 rating, meaning:

- Protected against dust ingress.
- Can withstand immersion in water up to 1 meter deep for 30 minutes.



### **To maintain water resistance:**

- Ensure the charging port cover is securely closed.
- Avoid exposing the device to high-pressure water streams.
- Do not use the device for extended periods in water or for deep-water activities.

Note: Water resistance may decrease over time due to normal wear and tear.

## **Cleaning and Care Instructions**

To keep your ToughTail Guidance Collar in top condition:

1. Clean the device regularly with a soft, slightly damp cloth.
2. For stubborn dirt, use a mild soap solution, then wipe with a damp cloth.
3. Dry the device thoroughly after cleaning or exposure to water.
4. Avoid using harsh chemicals, cleaning solvents, or strong detergents.
5. Do not insert any objects into the device openings.
6. Regularly inspect the strap for wear and replace it if necessary.

Proper maintenance and care of your ToughTail Guidance Collar will ensure it continues to provide reliable service in tracking and monitoring your pet.





## Troubleshooting

Device Won't Turn On	Ensure it's charged. Hold the power button for 5 seconds.
Not Connecting to App	Check if Bluetooth is on, restart both the device and app.
Inaccurate Location	Move to an area with a clear view of the sky. Wait a few minutes for GPS to stabilize.
Slow GPS	To preserve battery, GPS updates will be slower. For a faster GPS fix, activate "Live GPS mode" in the app for quicker results.

## Factory Reset

You can perform a factory reset on your ToughTail Guidance Collar if you want to start over, give the device to someone else, or if setup gets stuck.

**Important:** A factory reset will erase all saved settings on the Guidance Collar, including Wi-Fi networks, linked pets, and account pairing. You'll need to set it up again in the app after resetting.

### How to Factory Reset the Guidance Collar

- Make sure the Guidance Collar is powered on.
- The Status LED should be lit or blinking. You can confirm it's on by pressing the button once and checking that the LED responds.
- Locate the main button on the tracker.
- This is the same button you use during normal setup.
- Press the button 15 times in a row.



- Press quickly and firmly each time.
- If you pause too long between presses, the reset may not trigger.

### **Watch the Status LED:**

- The LED will enter an initializing state with a white breathing effect to indicate that the Guidance Collar is resetting.
- After a short time, the Guidance Collar will reboot and return to its default, unprovisioned state.
- Set up the tracker again in the app.
- Open the ToughTail app and follow the on-screen instructions to add the tracker as if it were new.
- If the LED does not show the white breathing effect or the tracker does not reset, wait a few seconds and repeat the 15-press sequence.

## **Warranty Information**

### **Coverage Details**

#### **Warranty Period**

The ToughTail Guidance Collar is warranted against defects in materials and workmanship for one (1) year from the date of purchase.

#### **Scope of Coverage**

This Warranty covers:

- Defects in materials and workmanship.
- Product failures in accordance with the Company's specifications.
- Battery issues if maintained as per the manual.
- Electrical and mechanical failures of the Base Station under normal use.



## Exclusions

This Warranty does not cover:

- Damage from accidents, misuse, or external causes.
- Damage from unauthorized service or modifications.
- Consumable parts like batteries (unless defective).
- Cosmetic damage, wear and tear, software issues, or data loss.
- Damage to the Base Station from power surges or improper connections.
- Damage to the Base Station or ToughTail Guidance Collar from power surges or improper connections

## Limitation of Liability

The Company's liability is limited to repair, replacement, or refund of the purchase price. The Company is not liable for incidental, special, or consequential damages, including loss of profits, data, or use.

## Support and Contact Information

For assistance, reach out to ToughTail Customer Support:

Email: [support@toughtail.com](mailto:support@toughtail.com)

Website: [www.toughtail.com](http://www.toughtail.com)

Support: [www.toughtail.com/support](http://www.toughtail.com/support)

## FCC Compliance

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.





ToughTail™

